State Procurement Office

# SPO Work Request System

External Job Aid

9/17/2013

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#### Login

This system allows customers of the State Procurement Office to enter work requests to request service. Login by going to <a href="https://intranetapps.nd.gov/omb/pr/prwrs/login.htm">https://intranetapps.nd.gov/omb/pr/prwrs/login.htm</a>. This link can also be found on the Agency eServices webpage at the State Procurement Office website, <a href="https://www.nd.gov/spo">www.nd.gov/spo</a>.



#### The Main Menu:

- Procurement Office Requests
  - Add Procurement Requests this includes all types of services offered to customers from the State Procurement Office.
  - Search Requests this provides agencies the ability to search for past and current work requests.



#### **Viewing Your Work Requests**

The Pending Requests for... allows you to see all active service requests you have in the system.

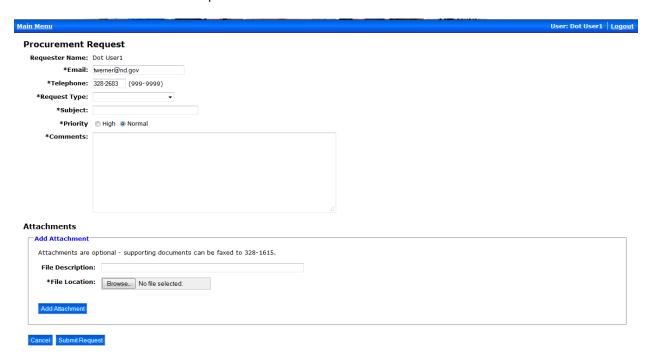
Pending Requests for 801 - Dept. of Transportation



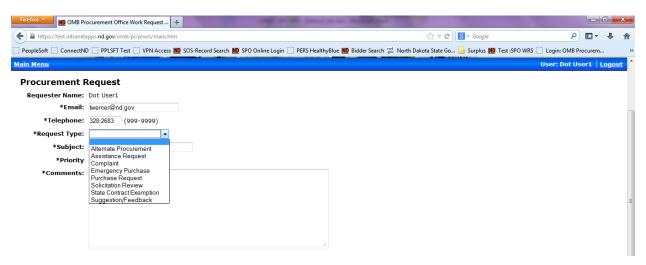
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#### **Submitting a Request**

To request services from the State Procurement Office, click 'Add Procurement Requests' and complete the form. HINT: \* Indicates a required field.



#### Request Type



- 1) Your email address and telephone number should auto-populate from Active Directory if you have an NDGOV account.
- 2) Choose the type of service you are requesting from 'Request Type'. \*Remember to attach any supporting documentation including specs for Purchase Requests.
- 3) Type a subject for reference about this work request.
- 4) If this is a high priority, change the priority from Normal to High. Normal is the default.
- 5) Input comments to provide details about your service request to the Procurement Office.

#### Attaching a Document

Attach any necessary documents to your request for the procurement staff to review or approve.



- 1) Browse for the file to attach.
- 2) OPTIONAL: Provide a unique description for the file you are attaching. If this is left blank the document name of the attached file will be used.
- 3) Click Add Attachment if you forget this step your document will not be attached and may result in your work request being returned to you.

#### Submit Your Request

Click Submit Request - You must submit your request to the Procurement Office before we will receive it. Work Requests that have not been submitted will be automatically saved in 'Draft' for you to further edit before submitting. The State Procurement Office has not received your work request if the 'Status' is 'Draft'.

#### **Withdraw Your Request**

You may need to withdraw your request if the service is no longer necessary. You can only withdraw a request if it has a status of 'Returned' or 'Submitted'. Requests that have been assigned cannot be withdrawn. Withdraw your work request by clicking 'Withdraw' under the 'Action' column.

#### Pending Requests for 801 - Dept. of Transportation



#### **Returned Work Requests**

An email notification will be sent to the original requester's email address if a request is returned requesting additional information from you. Returned work requests should be edited and resubmitted within the SPO Work Request System. The request will be visible under your Pending Requests for... work queue with a status of 'Returned'.

Example of returned work request:



#### **Completed Requests**

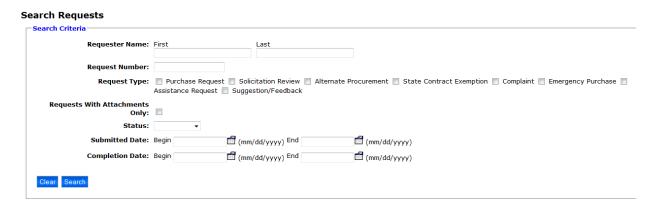
An email notification will be sent to the original requester's email address once the work request has been completed. Upon notification, you can login to the SPO Work Request System to view further details or attachments related to your work request.

Example of completed work request to requester:



### **Search Requests**

The search request page is available for you to search any work requests created by your agency.



There are numerous fields available to search or refine your search for work requests.

Once your search results are displayed, notice the 'Export options' at the bottom of the search results for exporting and further analytics.

#### Search Results 3 items found, displaying all items. Requester Name Dot User1 Priority <u>Subject</u> Agency Status Telephone = Email <u>Submitted</u> Assigned To LINDA HANNA Action Request Request Type Date 07/22/2013 14:59 5166 In Progress Dept. of Transportation 328-2683 Purchase Request Brochure twerner@nd.gov Normal In Progress Dept. of Transportation Dot User1 5167 Office Pal 07/22/2013 LINDA HANNA 3282683 Complaint twerner@nd.gov Normal 13:43 07/22/2013 13:45 Dot User1 5201 Alternate Procurement New Software Dept. of Transportation In Progress 328-2683 LINDA HANNA twerner@nd.gov Normal Export options: 2 CSV | X Excel | XML